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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:

D. Coward et al.

Application No: 10/808,761

Filed: March 24, 2004

For: SYSTEM AND METHOD FOR ADVANCED
SERVICE INTERACTION

)
) Group: 2681

)
) Examiner: Unassigned

)
) Docket No: SUNMP324

)
) Date: October 6, 2005

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450, on October 6, 2005.

Signed: _____

Kay Harlow
Kay Harlow

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 CFR §§1.56 AND 1.97(e)**

Commissioner of Patents and Trademarks
Alexandria, VA 22313-1450

Dear Sir:

The references listed in the attached PTO Form 1449, may be material to examination of the above-identified patent application. Applicants submit copies of the foreign references in compliance with their duty of disclosure pursuant to 37 CFR §§1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

The undersigned hereby certifies that the references enclosed herewith were cited in a Search Report from a foreign patent office less than three months before the filing date of the present Information Disclosure Statement. A copy of the Search Report is enclosed herewith. Accordingly, it is respectfully submitted that no fee is due in conjunction with the filing of this IDS.

This Information Disclosure Statement is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that these references indeed constitute prior art.

If the Commissioner should determine that additional fees are required for filing the present Information Disclosure Statement, the Commissioner is hereby authorized to charge any such fees to our deposit account number 50-0805 (Order No: SUNMP324). A copy of this sheet is enclosed.

Respectfully submitted,
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Form 1449 (Modified) Information Disclosure Statement By Applicant (Use Several Sheets if Necessary)	Attorney Docket No:	U.S.
	SUNMP324	10/808,761
	Applicant:	
	Coward et al.	
	Filing Date:	Group:
	March 24, 2004	2681

U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class
	A	US 2002/0111172 A1	08/2002	DeWolf et al.	455	456
	B					
	C					
	D					
	E					
	F					
	G					
	H					
	I					

Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Date	Country or Patent Office	Class	Sub-class	Translation	
							Yes	No
	J	EP 0 888 025 A2	30/12/1998	EPO	H04Q	7/38		X
	K	GB 2 346 716 A	16/08/2000	EPO	G06F	9/445		X
	L							
	M							
	N							

Other Documents

Examiner Initial	No.	Author, Title, Date, Place (e.g. Journal) of Publication
	O	
	P	
Examiner		Date Considered

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.